

## **SERVICE LEVEL AGREEMENT (SLA) FOR GRIEVANCE REDRESS MECHANISM IN THE MINISTRY OF COMMERCE AND INDUSTRY, LOKOJA.**

This Service Level Agreement (SLA) outlines the terms and conditions for the Grievance Redress Mechanism (GRM) provided by the Ministry to its customers, employees, or stakeholders. The purpose of this SLA is to ensure that grievances are addressed in a timely, efficient, and effective manner.

### **SCOPE**

This SLA applies to all grievances received by the Ministry through various channels, including but not limited to:

- Online grievance portal
- Email
- Phone
- In-person submission

### **SERVICE LEVELS**

The following service levels will be maintained for the Grievance Redress Mechanism:

1. Acknowledgement: All grievances will be acknowledged within 24 hours of receipt.
2. Initial Response: An initial response will be provided within 3 working days of receipt, indicating the actions being taken to address the grievance.
3. Resolution: Grievances will be resolved within 10 working days of receipt, wherever possible.
4. Escalation: In cases where a grievance cannot be resolved within the stipulated timeframe, it will be escalated to a higher authority, and the complainant will be informed of the escalation.

### **PERFORMANCE METRICS**

The performance of the Grievance Redress Mechanism will be measured using the following metrics:

1. **Grievance Resolution Rate:** The percentage of grievances resolved within the stipulated timeframe.
2. **Average Resolution Time:** The average time taken to resolve grievances.
3. **Customer Satisfaction:** The level of satisfaction expressed by complainants with the grievance redress process.

### **SERVICE LEVEL AGREEMENT REVIEW AND REVISION**

This SLA will be reviewed and revised annually, or as necessary, to ensure that it remains relevant and effective.

### **COMPLIANCE**

The Ministry is committed to complying with all relevant laws, regulations, and standards related to grievance redress mechanisms.

### **DISPUTE RESOLUTION**

In the event of a dispute arising from the interpretation or implementation of this SLA, the Ministry and the complainant will attempt to resolve the dispute through mutual discussion and negotiation. If the dispute cannot be resolved through negotiation, it will be escalated to a higher authority for resolution.

By signing below, the parties acknowledge that they have read, understood, and agreed to the terms and conditions of this Service Level Agreement.



**Honourable Commissioner  
Ministry of Commerce and Industry, Lokoja**